

**JOB DESCRIPTION**  
**MURFREESBORO WATER AND SEWER DEPARTMENT**  
**CUSTOMER SERVICE MANAGER**

**1. JOB TITLE: CUSTOMER SERVICE MANAGER**

- 2. DEFINITION:** This is a management position requiring managerial and supervisory skills in the overseeing meter reading, billing, collection and customer service. The Customer Service Manager supervises Cashiers, Customer Service Clerks and Meter Reader/Customer Service Field Representative Foremen and performs various customer service and administrative functions. All employees are responsible to the Director, Assistant Directors and the City Manager. The position is classified as exempt for the purpose of the Fair Labor Standards Act, as having no significant occupational exposure to bloodborne pathogens, and as Non Safety Sensitive; the employee is subject to reasonable suspicion, post accident, return to duty and follow-up drug and alcohol testing.

**3. EQUIPMENT/JOB LOCATION:**

- a. This position requires the use of electronic keypads, personal computers, network computers and communication devices.
- b. The job location is primarily the Administrative Offices of the Water & Sewer Department. All City facilities and vehicles are smoke-free locations.

**4. ESSENTIAL FUNCTIONS OF THE JOB:**

- a. Supervises daily activities of the employees of the customer service office and field activities including billing, collection, meter reading, and field service.
- b. Directs the accurate and timely monthly meter reading and processing of customer accounts.
- c. Makes recommendations on the hiring of employees.
- d. Plans and assigns workloads.
- e. Schedules printing and mailing of bills and notices.
- f. Sets employee performance standards and measures productivity.
- g. Develops and maintains written standard operating procedures and recommends Department policy as related to customer service and related field activities as well as developing and implementing work process improvements.
- h. Counsels employees and recommends appropriate disciplinary action when necessary.
- i. Coordinates with Engineering and Operation and Maintenance field orders for new service.
- j. Coordinates the transfer of customer information data with GIS.
- k. Works with Operation and Maintenance and the Water Plant staff in handling customer inquiries relative to water quality and pressure.

- l. Works with accounting staff to prepare statistical financial and reports.
- m. Reviews emerging technology pertaining to meter reading, billing and collection methodology and makes recommendation for improving efficiency in these areas.
- n. Orders turn-off for non-payment.
- o. Transfers electronic payments.
- p. Prepares billing information and reports using custom software.
- q. Works with customers to resolve disputed bills and leak adjustments in accordance with Department policy.
- r. Participates in budget preparation.
- s. Oversees computer activities and services as related to billing.
- t. Responsible for the security of funds received.
- u. Manages cash handling and deposits from cash receipts.
- v. Prepares specifications for services, equipment, software and supplies utilized in meter reading, billing and collection.
- w. Orders materials utilized in billing and collection.
- x. Responds to requests from customers on issues relating to metering and water loss.

## **5. EXAMPLES OF OTHER WORK TO BE PERFORMED:**

Perform other duties and special projects as assigned.

## **6. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

- a. Must be at least twenty-one (21) years of age.
- b. Bachelor's degree in, business, business administration, information technology or related field required or, any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this position.
- c. Must have at least five years experience involving customer service or related field. Ten years preferred.
- d. Must have five years of supervisory experience.
- e. Must have legal authorization to work in the United States of America.
- f. Must not have been convicted of or pleaded guilty or entered a plea of nolo contendere to any felony charge or to any violation of any federal or state laws or City ordinances relating to theft, dishonesty, gambling or controlled substances.
- g. Working knowledge of Microsoft Office products including: Word, Excel, Outlook, Power Point, and Access.
- h. Ability to comprehend both oral and written instructions and to communicate in English, both orally and in writing.
- i. Ability to use keyboards, personal computers, network computers and other standard office equipment.
- j. Ability to read maps and locate addresses and service areas.
- k. Ability to exercise independent judgment.
- l. Ability to report to work on time, perform duties of the job for the full shift with occasional work beyond normal working hours, and to work flexible hours as needed.

- m. Must have good human relation skills with the ability to communicate effectively with the Director, Assistant Directors and other employees.
- n. Possess even temperament, good judgment and excellent human relation skills with the ability to communicate effectively with coworkers and the public, some of whom who at times may be irate and unreasonable.
- o. Must maintain a neat, clean, and appropriate personal appearance.
- p. Knowledge of personnel policies and procedures.
- q. Good reputation for and the ability to maintain confidentiality.

June 29, 2005

Exempt

Non Safety Sensitive